

Amendments to the Claims:

This listing of claims will replace all prior versions and listings of claims in the instant application:

Listing of Claims:

1. (Currently Amended) A method of administering systems in a managed network comprising:
 - storing configuration information corresponding to at least one managed system;
 - automatically generating a grammar and a speech dialog for each managed system using the configuration information;
 - receiving a voice telephone call from a remote user;
 - receiving, over ~~[[a]]~~ the voice telephone call, user speech selecting a managed system;
 - recognizing the user speech to identify the selected managed system;
 - loading a grammar and speech dialog for the selected managed system; and
 - interacting with the user over the voice telephone call using the grammar and speech dialog.
2. (Original) The method of claim 1, said interacting step further comprising the steps of:
 - receiving user speech specifying an administrative function to be performed on the selected managed system;
 - converting the speech to a textual representation using the grammar;
 - matching the textual representation with an administrative command corresponding to the selected managed system; and
 - providing the administrative command to the selected managed system.

3. (Original) The method of claim 2, said matching step further comprising formatting the administrative command using a system management protocol corresponding to the selected managed system to generate the administrative command.

4. (Original) The method of claim 2, wherein said matching step first selects a set of administrative commands corresponding to the selected managed system from which to match the textual representation.

5. (Currently Amended) A method of administering systems in a managed network comprising:

storing a system speech profile for each managed system within a managed network;

connecting a managed system to the managed network;

detecting the managed system;

loading the system speech profile for the detected managed system; and

automatically creating at least one grammar and at least one system prompt corresponding to the detected managed system for use in processing speech inputs from a remote user accessing the detected managed system via a ~~telephony interface~~ voice telephone call.

6. (Currently Amended) A network management system comprising:

a configuration data store having stored therein a system speech profile for each system to be managed;

an autonomic agent capable of communicating with each system to be managed, wherein said autonomic agent automatically generates a grammar and a speech dialog for each managed system using the system speech profiles; and

a telephony manager configured to answer a voice telephone call from a remote user, identify a managed system from user speech received over the voice telephone call, and obtain from said autonomic agent a grammar and speech dialog corresponding to the identified managed system;

wherein said telephony manager interacts with the user using the grammar and speech dialog such that the user can instruct the autonomic agent to initiate administrative functions on the identified managed system based on the user speech received over the voice telephone call.

7. (Currently Amended) A system for administering systems in a managed network comprising:

means for storing configuration information corresponding to at least one managed system;

mean for automatically generating a grammar and a speech dialog for each managed system using the configuration information;

means for receiving a voice telephone call from a remote user;

means for receiving, over [[a]] the telephone call, user speech selecting a managed system;

means for recognizing the user speech to identify the selected managed system;

means for loading a grammar and speech dialog for the selected managed system;

and

means for interacting with the user over the voice telephone call using the grammar and speech dialog.

8. (Original) The system of claim 7, said means for interacting further comprising:
means for receiving user speech specifying an administrative function to be performed on the selected managed system;
means for converting the speech to a textual representation using the grammar;
means for matching the textual representation with an administrative command corresponding to the selected managed system; and
means for providing the administrative command to the selected managed system.
9. (Original) The system of claim 8, said means for matching further comprising means for formatting the administrative command using a system management protocol corresponding to the selected managed system to generate the administrative command.
10. (Original) The system of claim 9, wherein said means for matching first selects a set of administrative commands corresponding to the selected managed system from which to match the textual representation.
11. (Currently Amended) A system for administering systems in a managed network comprising:
means for storing system speech profile for each managed system within a managed network;
means for connecting a managed system to the managed network;
means for detecting the managed system;
means for loading the system speech profile for the detected managed system; and
means for automatically creating at least one grammar and at least one system prompt corresponding to the detected managed system for use in processing speech

inputs from a remote user accessing the detected managed system via a ~~telephony~~
interface voice telephone call.

12. (Currently Amended) A machine readable storage, having stored thereon a computer program having a plurality of code sections executable by a machine for causing the machine to perform the steps of:

storing configuration information corresponding to at least one managed system;
automatically generating a grammar and a speech dialog for each managed system using the configuration information;

receiving a voice telephone call from a remote user;

receiving, over ~~[[a]]~~ the voice telephone call, user speech selecting a managed system;

recognizing the user speech to identify the selected managed system;

loading a grammar and speech dialog for the selected managed system; and

interacting with the user over the voice telephone call using the grammar and speech dialog.

13. (Original) The machine readable storage of claim 12, said interacting step further comprising the steps of:

receiving user speech specifying an administrative function to be performed on the selected managed system;

converting the speech to a textual representation using the grammar;

matching the textual representation with an administrative command corresponding to the selected managed system; and

providing the administrative command to the selected managed system.

14. (Original) The machine readable storage of claim 13, said matching step further comprising formatting the administrative command using a system management protocol corresponding to the selected managed system to generate the administrative command.

15. (Original) The machine readable storage of claim 14, wherein said matching step first selects a set of administrative commands corresponding to the selected managed system from which to match the textual representation.

16. (Currently Amended) A machine readable storage, having stored thereon a computer program having a plurality of code sections executable by a machine for causing the machine to perform the steps of:

storing a system speech profile for each managed system within a managed network;

connecting a managed system to the managed network;

detecting the managed system;

loading the system speech profile for the detected managed system; and

automatically creating at least one grammar and at least one system prompt corresponding to the detected managed system for use in processing speech inputs from a remote user accessing the detected managed system via a ~~telephony interface~~ voice telephone call.

17. (New) The method of claim 1, wherein the stored configuration information for each managed system comprises voice print information associated with one or more users permitted to access the managed system, the method further comprising:

prior to the step of loading, determining whether the user is permitted to access the selected system based on a comparison of the received user speech with the voice print information associated with the selected system.

18. (New) The method of claim 5, wherein the speech system profile for each managed system comprises voice print information associated with one or more users permitted to access the managed system, and wherein access to the managed system is provided to the user only if the user speech inputs match the voice print information in the system profile.

19. (New) The method of claim 6, wherein the speech system profile for each managed system comprises voice print information associated with one or more users permitted to access the managed system, and wherein the autonomic agent is configured to respond to the user only if the user speech inputs match the voice print information in the system profile.